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CONFIRMATION NO. 1512

<b>SERIAL NUMBER</b> 10/522,024	<b>FILING OR 371(c) DATE</b> 01/21/2005 <b>RULE</b>	<b>CLASS</b> 709	<b>GROUP ART UNIT</b> 2142	<b>ATTORNEY DOCKET NO.</b> 36-1881	
<b>APPLICANTS</b> Francis J. Scahill, Ipswich, UNITED KINGDOM; Paul B. Deans, Melton, UNITED KINGDOM; Simon Pa Ringland, Ipswich, UNITED KINGDOM;					
<b>** CONTINUING DATA *****</b> This application is a 371 of PCT/GB03/03189 07/25/2003					
<b>** FOREIGN APPLICATIONS *****</b> EUROPEAN PATENT OFFICE (EPO) 022552756 07/29/2002 UNITED KINGDOM 02301588 12/24/2002					
Foreign Priority claimed <input type="checkbox"/> yes <input type="checkbox"/> no 35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after met Allowance Verified and Acknowledged <u>Examiner's Signature</u> <u>Initials</u>		<b>STATE OR COUNTRY</b> UNITED KINGDOM	<b>SHEETS DRAWING</b> 9	<b>TOTAL CLAIMS</b> 14	<b>INDEPENDENT CLAIMS</b> 2
<b>ADDRESS</b> 23117					
<b>TITLE</b> Information provision for call centres					
<b>FILING FEE RECEIVED</b> 1000	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees ( Filing ) <input type="checkbox"/> 1.17 Fees ( Processing Ext. of time ) <input type="checkbox"/> 1.18 Fees ( Issue ) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit		